



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Consolidated Telephone Company
for Filing Period 1/1/2010 to 3/31/2010
Tracking Number 3374

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	7.30	8.10	6.90	7.43
B. Operator Answer Time - Information Section 730.510(a)(1)	7.30	8.10	6.90	7.43
C. Repair Office Answer Time Section 730.510(b)(1)	11.00	12.00	9.00	10.67
D. Business or Customer Service Answer Time Section 730.510(b)(1)	20.00	16.50	60.50 *	32.33
E. Percent of Service Installations Section 730.540(a)	99.20 %	98.80 %	98.60 %	98.87 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	94.04% *	97.26 %	95.34 %	95.55 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.04	0.70	0.83	0.86
H. Percent Repeat Trouble Reports Section 730.545(c)	7.71 %	6.97 %	5.58 %	6.75 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.88 %	1.65 %	0.59 %	1.37 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$415.00	\$60.00	\$105.00	\$580.00
B. Number of credits issued for repairs - 24-48 hours	43	11	21	75
C. Number of credits issued for repairs - 48-72 hours	7	0	0	7
D. Number of credits issued for repairs - 72-96 hours	3	0	0	3
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	1	0	1
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	1	1
C. Number of installations after 10 business days	0	2	0	2
D. Number of installations after 11 business days	3	2	4	9
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0